

FIG. 1a

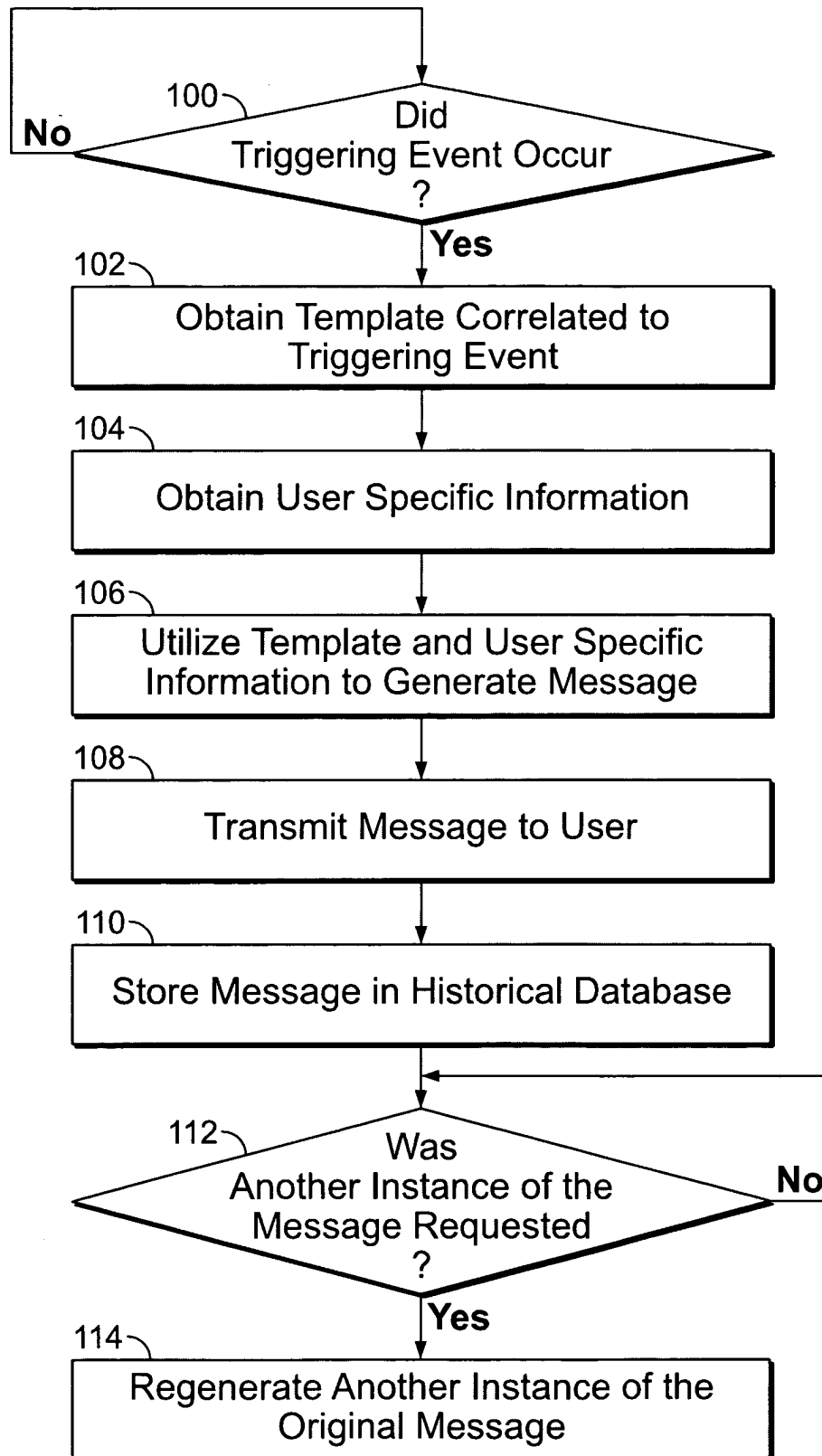


FIG. 1b

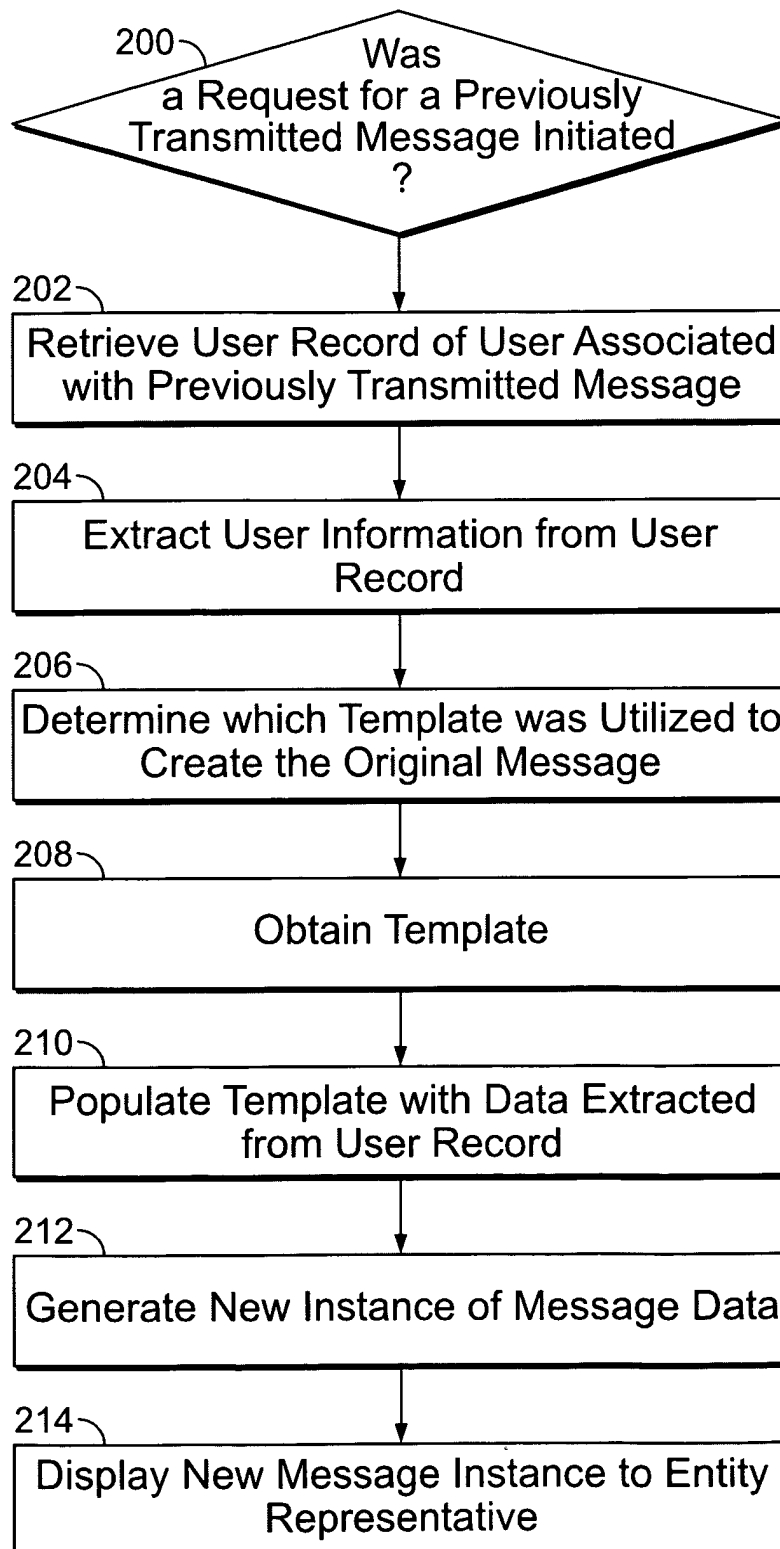


FIG. 2

300

304

302

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Search

Clear

Document: Done

Customer Search - Netscape

File Edit View Go Communicator Help

Bookmarks Location: <http://trebek:82/cs/default.asp> What's Related

stamps.com

Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

Enter as much information as possible in one or more fields.

Customer Search:

Last Name
First Name
Phone #
User Name
Email Address
Account #
Customer ID

smith

Search

Clear

FIG. 3

Customer Search Results - Netscape

File Edit View Go Communicator Help

Location: http://trebek:82/cs/results.asp

What's Related

Customer Support

stamps.com

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

Home | Search

	Last Name	First Name	User ID	User Name	Email	Phone #	Account #
401	Smith	Jon	5900031	test01	silkstamps@yahoo.com	(949)555-1212	17000019
402	Smith	Jon	5900368	sdct1	sdct01_us@yahoo.com	(949)555-1212	17000356
403	Smith	Jon	5900369	sdctesting1	sdct01_us@yahoo.com	(949)555-1212	17000357
404	Smith	Jon	5900443	sdct11	sdct01_us@yahoo.com	(949)555-1212	17000431
405	Smith	Jon	5900444	sdct12	sdct01_us@yahoo.com	(949)555-1212	17000432
406	Smith	Jon	5900445	sdct13	sdct01_us@yahoo.com	(949)555-1212	17000433
407	Smith	Scott	5900447	scotto	ssmith@stamps.com	(310)555-1212	17000435
408	Smith	Jon	5904567	will	silkstamps@yahoo.com	(949)555-1212	17004551
409	Smith	Jon	5904610	sdctesting123	silkstamps@yahoo.com	(949)555-1212	17004594
410	Smith	Jon	5904731	sdct9999	silkstamps@yahoo.com	(949)555-1212	17004689
411	Smith	Jon	5904732	sdct9998	silkstamps@yahoo.com	(949)555-1212	17004690
412	Smith	Jon	5904733	sdct9997	silkstamps@yahoo.com	(949)555-1212	17004691
413	Smith	Jon	5904734	sdct9996	silkstamps@yahoo.com	(949)555-1212	17004692
414	Smith	Jon	5904736	sdct9994	silkstamps@yahoo.com	(949)555-1212	17004694
415	Smith	Loren	5904738	lsmith	junk@stamps.com	(310)555-1212	17004696
416	Smith	Jon	5904799	sdct	silkstamps@yahoo.com	(949)555-1212	17004756
417	Smith	mike	5904834	miky	inirshberg@stamps.com	(310)555-1212	17004791
418	Smith	Jon	5904944	sdct9995	silkstamps@yahoo.com	(949)555-1212	17004901
419	Smith	Jon	5904952	sdct9980	silkstamps@yahoo.com	(949)555-1212	17004909
420	Smith	Scott	5904972	Tazman	ssmith@stamps.com	(212)555-1212	17004929

1-20

Document: Done

FIG. 4

CS: profile - Netscape

File Edit View Go Communicator Help

Location: http://trebek:82/cs/Profile.asp?cn=005a0850

What's Related

stamps.com

Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

CS Home | Search | Customer Profile | Postal License | Email History | Close Account

Account Credit | Postage Transaction History | Account Status History | Reset Password

502

Last Name	Smith	First Name	Jon	Middle Name	D
User Name	sdct1	Customer ID	5900368	Account #	17000356

508

504

Account Status	Active	Date	3/29/2000 GMT
Status Reason	OK		
Available Balance	\$219.01	Total Postage Purchased	\$220.00
Last Print Date	4/11/2000 00:42 GMT	Total Stamps Printed	3
Initial Free Postage	0	Free Postage Expiration Date	N/A
Available Free Postage	0		
License Status	License Approved	Next QA Postage Due	4/3/2000 GMT
QA Postage Status	Not Received	Next Statement Date	11/1/2000 GMT
Service Plan	Simple Plan 0009		
Resubmission Required	Yes	Card Number Last 5	99999
Card Holder Name	John D. Smith	Expiration Date	02/2001
Card Type	Visa		

500

506

500

Company Name

Title

Billing Address

Billing City

State

CA

ZIP

92618

Phone #

(949)555-1212

Fax #

(949)555-1313

Comment

Submit

Send Marketing Material

This is a demo account

Document: Done

FIG. 5

CS: Email History - Netscape

File Edit View Go Communicator Help

Location: http://trebek:82/cs/Email-history.asp?cn=005a0850

What's Related

stamps.com

Customer Support

Information Systems | Stamps.com Intranet | USPS Rates | Zip Code Lookup | Supported Printers

CS Home | Search | Customer Profile | Postal License | Email History | Close Account

Account Credit | Postage Transaction History | Account Status History | Reset Password

Last Name | Smith

First Name | Jon

Middle Name | D

User Name | sdc1

Customer ID | 5900368

Account # | 17000356

Email History

STATUS	FROM	TO	SUBJECT	DATE
Sent (Not Confirmed)	"Stamps.com Customer Support" [support@stamps.com]	sdc01_us@yahoo.com	Welcome to Stamps.com!	3/29/2000 08:11 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 08:12 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:19 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/6/2000 18:51 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Stamps.com Change in Service	4/7/2000 00:33 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/18/2000 00:42 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/18/2000 00:49 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/20/2000 21:20 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Postage Purchase Confirmation	4/20/2000 21:21 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:34 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:34 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Unable To Process Payment	4/20/2000 21:35 GMT
Sent (Not Confirmed)	"Stamps.com Account Support" [accounts@stamps.com]	sdc01_us@yahoo.com	Stamps.com Account Statement - 05-03-2000	5/4/2000 08:16 GMT

Document: Done

FIG. 6

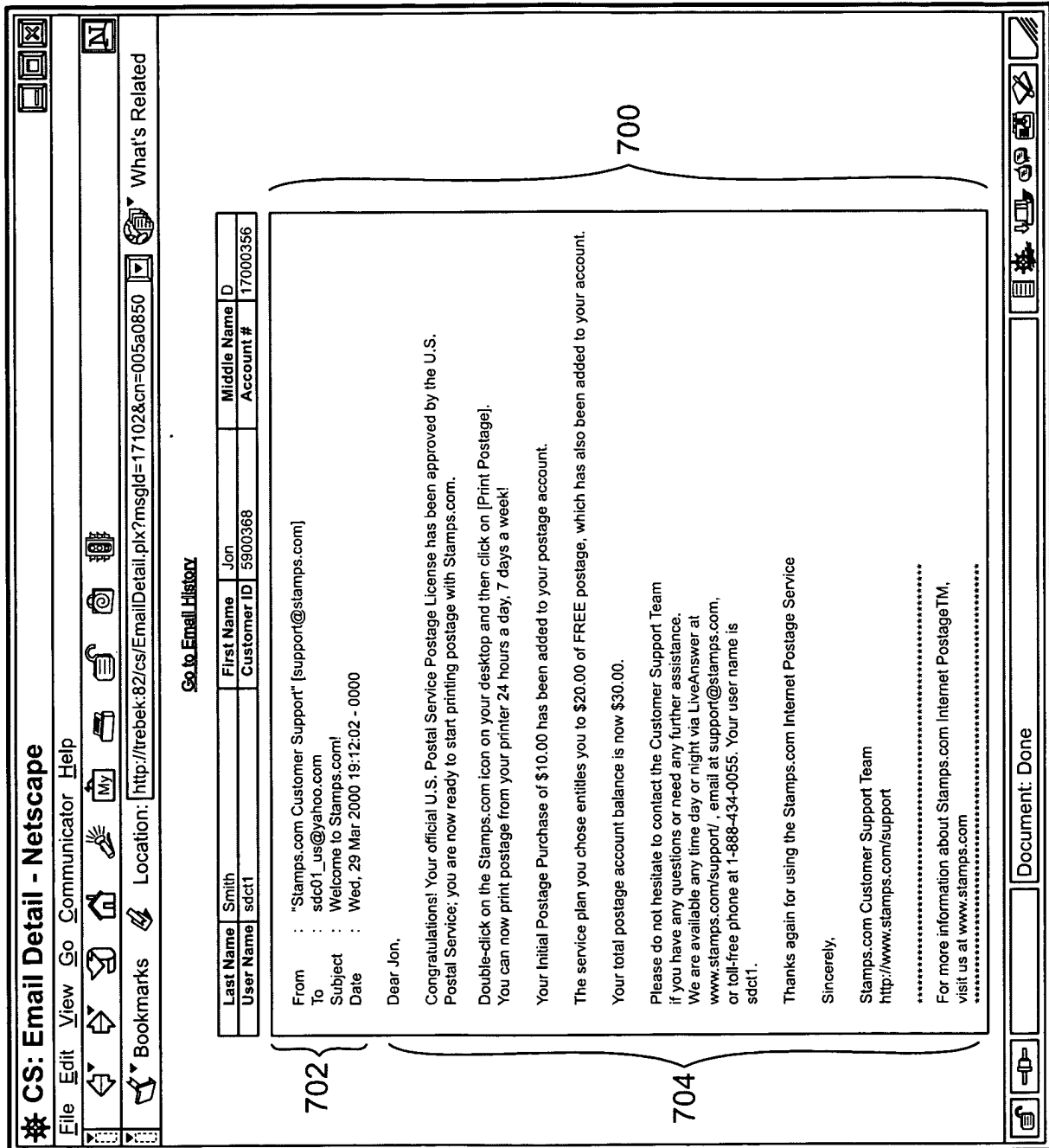


FIG. 7

REPLACEMENT SHEET

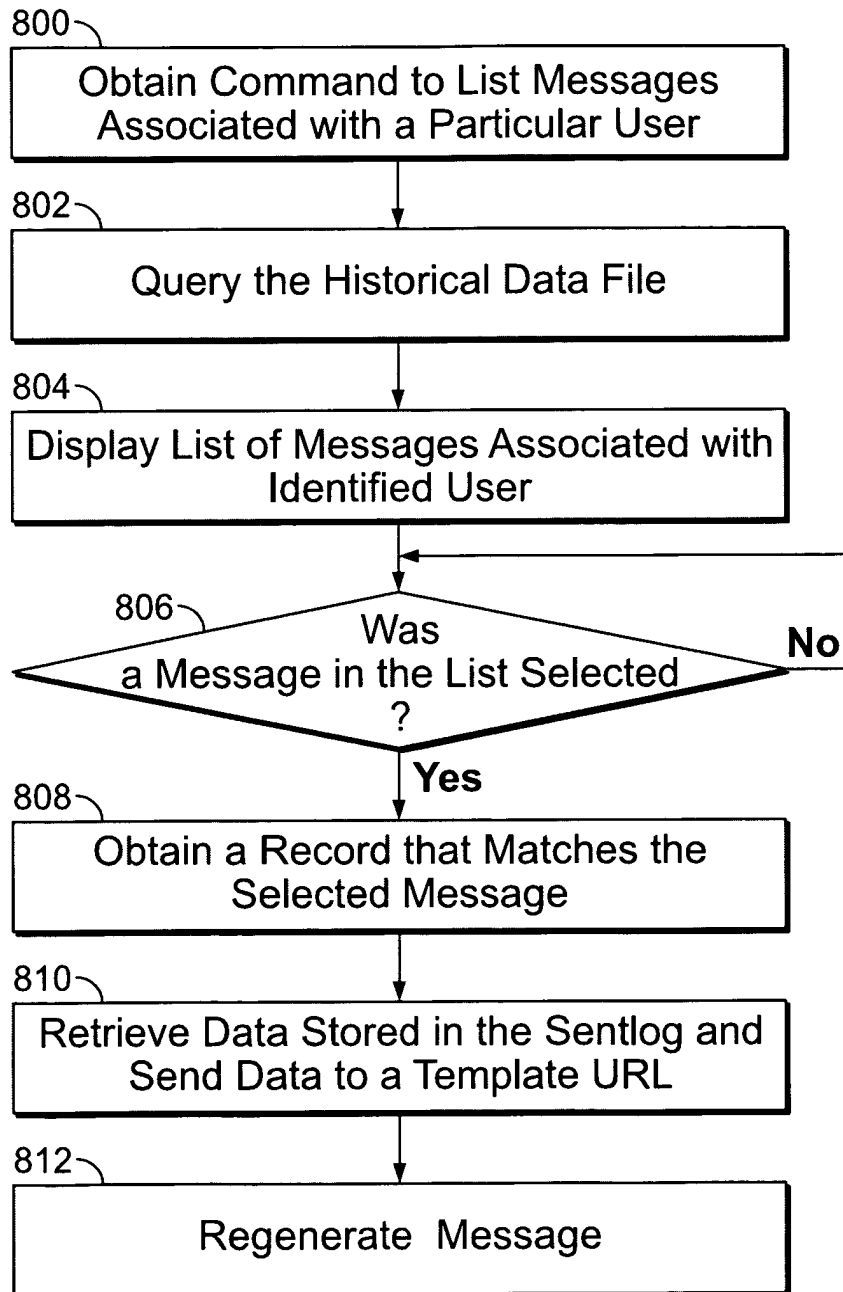


FIG. 8

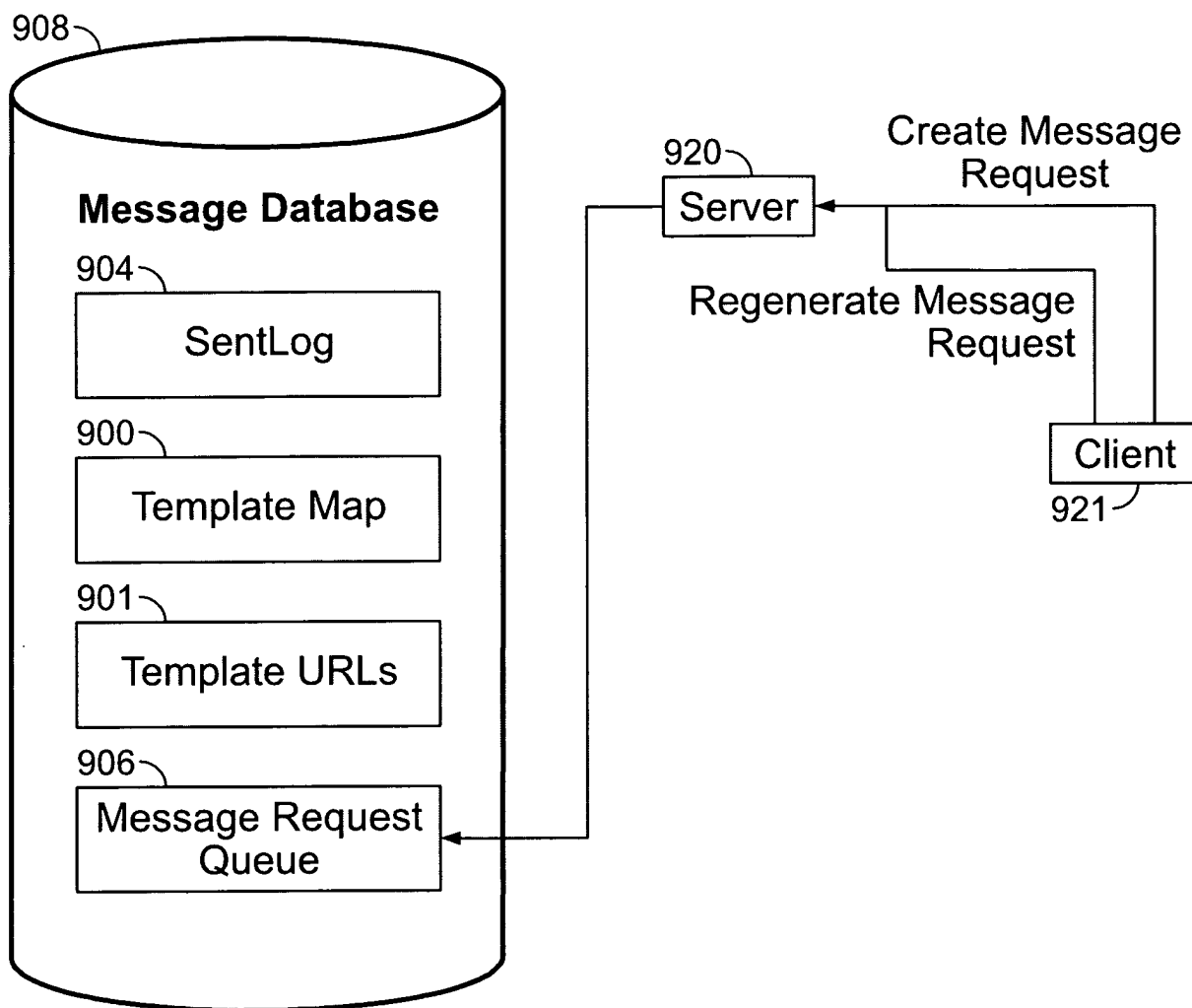


FIG. 9

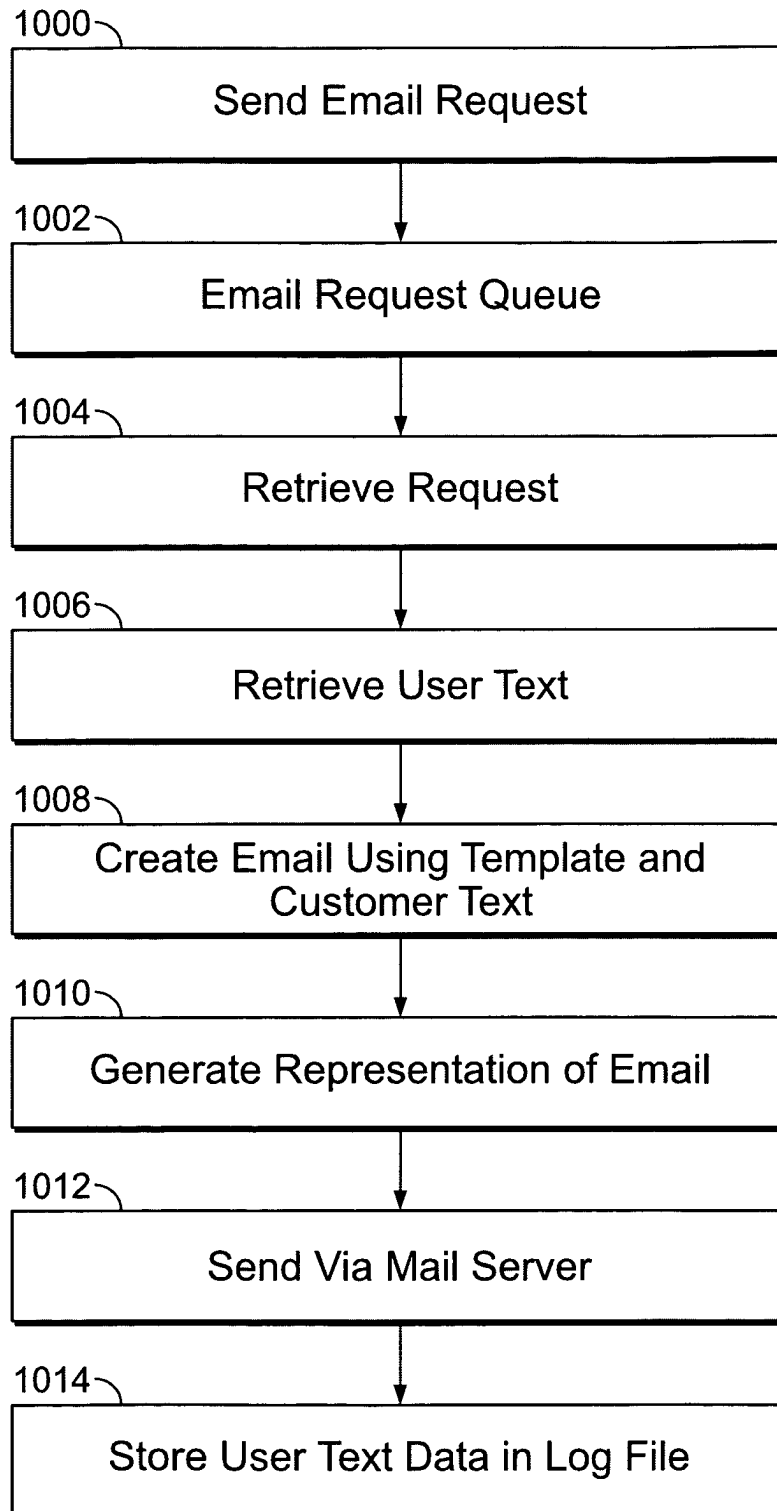


FIG. 10